

California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 340

- AGENDA: MAY 9 –

Time:

10	I.	Opening Review previous minutes Provide updates on action items (see attached list)	Debbie Schwartz Working Group
10	II.	DMV Assessment of Accessibility Recommendation	John Quijada (DMV)
10	III.	Templates – Recommendation vs. Evaluation	John Jewell
10	IV.	Levels of Compliance (Issue #4)	Working Group
5	V.	Components of a Recommendation	Debbie Schwartz
10	VI.	Portal Redesign Project (PRP) Update	Rick Vagg
5	VII.	Next Steps and Adjourn Next IOUCA meeting May 16, 2006 at LC II (900 N Street) Agenda Items?	Kris Ogilvie Debbie Schwartz
60	VIII.	Working Teams <ul style="list-style-type: none">• Accessibility – Neal (Leader), John, Shayn, Joni• Usability – Donna (Leader), Kris, Liz• Cascading Style Sheets – Steve B. (Leader), Theresa, Patrick, Debbie	Room 301 Room 302 Room 340

Action Items for Review – Due May 9, 2006

ACTION: Draft usability standards, guidelines, and best practices.

Assigned To: Donna Freeman

Due: May 9, 2006

Update: Donna handed out the table of contents from www.usability.gov. The site offers usability guidelines that are good quality and supported by what Donna learned from HFI. Donna will identify standards and guidelines that may benefit California but are not covered by www.usability.gov.

ACTION: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.

Assigned To: Neal Albritton, Steve Branson, Steve Clemons

Due: May 9, 2006 (Update)

Update: Steve Clemons is in contact with Adobe. He will schedule a meeting when Adobe is available; California's primary representative is on vacation.

ACTION: Develop a beginner's version of the workbook.

Assigned To: Neal Albritton

Due: May 9, 2006 (Update)

Update: In progress

ACTION: Discuss a process for disseminating information to content providers and webmasters quickly. Prepare a plan to establish ongoing communication with webmasters.

Assigned To: John Jewell and Dan Whetstone

Due: May 9, 2006 (Update)

Update: In progress. John and Dan expect feedback from the April 28th IT Leaders meeting. They are working on defining an IT Forum. Some departments have expressed concern about how we will communicate with their webmasters and content managers; they want to be able to control the flow of information. We need an official list for communications.

Future Action Items (Not Scheduled for Review this Week)

ACTION: Provide a recommendation regarding IOUCA's use of the Webmaster's IT Forum and an FAQ posting on the State CIO's website (see Issue #5).

Assigned To: Steve Branson

Due: May 16, 2006 (Update)

Update: No update – Comments from 4/25: If we create a topic in the general IT Forum, users would need to scroll down to find the IOUCA messages. Setting up a separate forum or a sub-forum would separate our messages and add a link at the top of the page. It was recommended that if we set up a separate or a sub-forum that we consider including all of the portal redesign elements such as IOUCA, CEAP, and the Portal Redesign Project. The name should be broad enough to encompass these and future related topics. John, Dan, and Steve Clemons will meet to discuss the appropriate name and scope for our forum.

Action Items for Review – Due May 9, 2006

ACTION: Document the CSS recommendation for working group review and approval.

Assigned To: Debbie Schwartz

Due: May 16, 2006 (Update)

Update: The outline of components for recommendations was discussed separately in the meeting; see discussion notes above.**ACTION:** Follow up on the feasibility of using GTC, Executive Institute, and CIO Academy as vehicles for ongoing training.

Assigned To: Claudina Nevis and Liz Mecham

Due: May 23, 2006 (Update)

Update: In progress. Claudina is discussing the issue.

Parking Lot

1. Frame the issue of application accessibility and usability.

Assigned To: Steve Clemons

Due: April 18, 2006 (Update)

Update: It was agreed that these two action items are outside the scope of the IOUCA working group. We agreed that it was something we should be aware of. It was suggested that the two items be put in the parking lot for the time being and revisited in about a month.

2. Conduct high level research and frame the issue of accessibility and usability in regards to online forms.

Assigned To: Steve Clemons

Due: April 18, 2006 (Update)

Update: See above.

IOUCA Working Group

Purpose and Definition – Updated April 3, 2006

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.¹ A generally accepted “best” way of doing something.²

Definition: A statement expressing the essential nature of something.³

Findability: “Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval.” -Peter Morville. “You can’t use what you can’t find.” - [www.Findability.org](http://www.findability.org)

Guideline: An indication or outline of policy or conduct.⁴ An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. “Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality.”⁵

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body.⁶

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting.⁷ “A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions.”⁸

Purpose: An object or end to be attained.⁹

Standards: Any definite rule, principle, or measure established by authority.¹⁰ “A standard is “Thou shall” while a guideline is a recommendation, more like “You should if your situation warrants.””¹¹

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, <http://www.useit.com/>).

¹ Bitpipe (www.bitpipe.com)

² Wikipedia (www.wikipedia.org)

³ Merriam-Webster Online Dictionary

⁴ Merriam-Webster Online Dictionary

⁵ Wikipedia (www.wikipedia.org)

⁶ Merriam-Webster Online Dictionary

⁷ Merriam-Webster Online Dictionary

⁸ Wikipedia (www.wikipedia.org)

⁹ Merriam-Webster Online Dictionary

¹⁰ Merriam-Webster Online Dictionary

¹¹ Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. <http://it.csumb.edu/departments/data/glossary.html>.